



DIVISION OF DEVELOPMENTAL DISABILITIES  
Olympia, Washington

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TITLE: COORDINATED SPECIAL NEEDS POLICY 4.05  
TRANSPORTATION SERVICES

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Authority: Chapter 47.06B RCW *Coordinating Special Needs Transportation*  
DSHS Administrative Policy 8.09 *Coordinated Special Needs Transportation*  
*Services*

### **BACKGROUND**

Chapter 47.06B RCW was amended in 1999, and states in part:

“It is the intent of the legislature that... public agencies sponsoring programs that require transportation services coordinate those transportation services. Through coordination of services, programs will achieve increased efficiencies and will be able to provide more rides to a greater number of persons with special needs.” (RCW 47.06B.010)

DSHS Administrative Policy 8.09 was adopted on July 1, 2001 and requires all DSHS Administrations to adopt individual policies to ensure DSHS covered transportation services are coordinated for persons with special transportation needs.

### **PURPOSE**

This policy describes the procedures the Division of Developmental Disabilities (DDD) will use to assure compliance with DSHS Administrative Policy 8.09, *Coordinated Special Needs Transportation Services*.

### **SCOPE**

This policy applies to all DDD regions, offices, and facilities, and to transportation services provided to and for persons with special transportation needs as defined by Chapter 47.06B RCW, whether those services are delivered by DDD staff or by a DDD contracted vendor.

### **DEFINITIONS**

**Agency Council on Coordinated Transportation (ACCT)** means the formal decision making body that is charged with making regular reports to the legislature regarding compliance with Chapter 47.06B RCW.

**Contractor** means an individual or agency that enters a contractual agreement with the department to provide specific services for a fee or rate.

**Department** means Department of Social and Health Services.

**PACT Forum** means a forum for state agency representatives to discuss and resolve coordination and program policy issues that may impact transportation coordination for persons with special transportation needs. The PACT Forum serves as the formal work group for the ACCT.

**Persons With Special Transportation Needs** means persons who are unable to transport themselves or purchase transportation due to physical or mental disability, income status, or age.

**Program** means any service unit of the department that designs, schedules, plans, or administers services for department clients.

**Program for Agency Coordinated Transportation (PACT)** means the agency authorized by RCW 47.06B.015, which is responsible for improving access to social and health services and increasing efficiencies of transportation services for persons with special transportation needs, through coordination of transportation services.

**Regular specialized transportation** - uses designated vehicles to transport passengers utilizing special equipment when required or necessary to accommodate those with limited physical mobility. The provider usually pays drivers, but on occasion, they may use volunteers as drivers.

**Service Provider** means an individual or an agency that:

**Special Needs Coordinated Transportation** means transportation for persons with special transportation needs (and their personal attendants) that is developed through a collaborative community process involving transportation providers, human service programs and agencies, consumers, social, educational, and health service providers, employer and business representatives, employees and employee representatives and other affected parties (RCW 47.06B.012).

**Volunteer Transportation** - volunteers using their own private cars who are reimbursed for expenses incurred provide volunteer transportation. They may be used along with or as an alternative to regular specialized transportation.

- Contracts to provide the amount and kind of services requested by the department; and
- Provides services only to those individuals determined eligible by the department; or

- Provides services authorized by the department on a fee-for-service or per-unit basis.

### **POLICY**

- A. DDD will work cooperatively with other divisions and administrations to coordinate transportation services so that all eligible persons served by the division have access to covered services.
- B. DDD will promote and support transportation services that are safe, efficient, cost effective, and appropriate to the needs of all eligible persons served by the division.

### **PROCEDURES**

- A. Each region, office, and facility must make available information on special needs coordinated transportation to persons with special transportation needs when they access covered DDD programs.
- B. Lead responsibility is with the DDD Office of Facilities and Operational Resources (OFOR).
- C. The OFOR will, as necessary:
  - 1. Facilitate communication with regions, offices, and facilities in DDD regarding DSHS Administrative Policy 8.09;
  - 2. Develop written procedures specifying how persons with special transportation needs are going to be provided with information on special needs coordinated transportation;
  - 3. Provide assistance to all regions, offices, and facilities to enhance compliance with DSHS Administrative Policy 8.09;
  - 4. Assign a representative to participate in PACT Forum and work groups, and ACCT work groups; and
  - 5. Develop written protocols incorporating current client transportation grievance procedures.
- D. Regional offices, Residential Habilitation Centers (RHCs), and SOLAs will:
  - 1. Follow OFOR recommendations. If disputes occur, regional administrators or office

Chiefs will facilitate solutions or refer to the Division Director for a final decision.

2. Evaluate, as appropriate, the potential effects on persons with special transportation needs when siting new facilities for programs that directly provide services for persons with special transportation needs.
3. Consider, as appropriate, contractual incentives to help ensure transportation services are coordinated to the extent practical when contracting for services that will be available for persons with special transportation needs.
4. Develop, as appropriate, tracking mechanisms to document and report all identified costs of providing transportation for persons with special transportation needs, according to parameters defined by the Office of Financial Management (OFM); and
5. Assess, as appropriate, the potential effects on persons with special transportation needs when making programmatic, policy, or service changes that may affect the ability of persons with special transportation needs to access DDD services. Transportation providers, service agencies, and stakeholders must be included in assessing these potential effects.

E. Annual Reporting Requirements:

DDD will submit an initial written report to the DSHS Assistant Secretary for Aging and Disability Services Administration by June 1, 2002. The initial report must contain a summary of the division's current status of compliance with DSHS Administrative Policy No. 8.09. OFOR will complete this initial report.

At a minimum, the initial report must include the following sections:

1. Status of compliance with DSHS Administrative Policy No. 8.09;
2. Identified barriers to DSHS Administrative Policy No. 8.09; and
3. Action plan to remove barriers to DSHS Administrative Policy No. 8.09; and
4. Comments.

### **EXCEPTIONS**

Any exceptions to this policy must have the prior written approval of the Division Director.

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**SUPERSESSION**

Division Policy 4.05  
Issued October 16, 2001

Approved: /s/ Linda Rolfe  
Director, Division of Developmental Disabilities

Date: 11/30/2004